

NETWORK MANAGER REPORT



JULY 2007

SUBMITTED BY Sloane Wright, General Manager

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OVERVIEW

Operations

July was a very busy month for AI with license renewal season clearly in view. AI completed several enhancements to many of the current applications in preparation for 2007 fall renewal season. In addition to these achievements, AI launched three new applications to production, and launched two new internal applications.

Highlights for the month were:

- July brought exciting numbers for the Alabama Department of Industrial Relations. Over 9,000 users logged onto various Industrial Relations applications and brought in total payments of nearly \$6 million.
- The Alabama Department of Public Safety's Montgomery Office had over 1,400 merchant service transactions for the month July, which were processed through their new driver license reinstatement payment interface.
- The Alabama Department of Insurance renewed over 5,200 licenses in July and collected renewal payments of nearly \$600,000 resulting in a 50% increase in usage and revenue from July 2006.
- The Alabama Department of Mental Health and Mental Retardation launched their 310 Agency Registration application. This application is a new component to the previously deployed case management training system that will allow agencies to register and pay for access to ADMHMR information online.
- The Alabama Department of Education certificate application received visits by 201 users, which resulted in payments totaling nearly \$10,000 which is nearly a 50% increase in revenue from June 2007.
- The Alabama Board of Nursing launched a new service for Advance Practice Nurses licenses to renew their license online. The ABN was part of the eGovernment pilot and now has over 10 applications with Alabama Interactive.
- The Alabama Real Estate Commission launched its Course Renewals application in the month of July. This application will allow instructors to renew the courses they teach for continuing education.

Marketing

The marketing team spent the month of July focusing on the upcoming renewal season as well as the finishing touches on the marketing booklet and corporate marketing conference. Each of these items is critical in the coming months in order for Alabama Interactive to continue to grow as a company as well as a state partner. The Best of Web competition is also fast approaching and AI has high hopes for another top ten finish; and hopefully a first place.

AI has put the final touches on the marketing booklet which will be handed out at the AARB conference in August. This booklet will be a great “leave behind” tool with state agencies describing how they can benefit from AI’s extensive eGovernment experience. We are also obtaining the addresses of all the executive directors and IT directors to drop ship the booklets

Another other significant focus is the NIC corporate marketing conference which we are honored to host in Mobile during the end of September. Each year one of our state portals gets to host the marketing directors and general managers for a three day conference and we are pleased to be hosting it this year. The primary goals of the conference are networking and awareness of different services being offered in the different states to generate ideas which may specifically help our partners. We are also excited about the economic impact this conference will have in the Mobile area.

Customer Service

July was a relatively normal month consisting mostly of general questions about state services and online applications. AI continues to help visitors to the alabama.gov site through live chats and customer service phone calls. The customer service team answered over 600 live chats and more than 150 support emails in the month of July and many more phone calls with general questions about various state services.

Development

The AI Dev-Share team met during the month of July to discuss and code review applications with an employer who is moving out of state. This proved to be very beneficial as he provided application specific functions as well as any special notes or features regarding the application for easy transition. This gave each of the developers a better understanding of the applications and will make it easier to update and support these applications upon his voluntary departure.

During the month of July the development team released three new production applications, three application updates, and two new internal applications. The new production applications are ADMHMR 310 Agency Registration, ABN Initial License for Advanced Practice Nurses, and AREC Course Renewals. The application updates include Foresters License Renewal, AREC Instructor Renewals, and DCNR Becoming and Outdoor Woman Registration. The new internal applications include a Receipt Engine and a Refund Tool.

PROJECT REPORT

Completed New Applications for 2007

Agency	Application	Description	Date Completed
Alabama Defense Force	Website Redesign	A redesign of the Alabama Defense Force Website	01/15/2007
Alabama Board of Cosmetology	License Renewal	Allows for 13 license types to renew and pay online	02/07/2007
Alabama Department of Revenue	Business Privilege Tax – Privilege Shares Extension	Allows taxpayers to file a Privilege Shares Extension online	02/28/2007
Alabama Department of Revenue	Excise tax extension	This service will allow for online excise tax extensions.	03/02/2007
Alabama Department of Revenue	Consolidated Financial Return	Online Consolidated financial return	03/02/2007
LP Gas Board	Online motor fuel decal requests	Online motor fuel decal requests	03/20/2007
Electrical Contractors Board	License Renewal	This application will allow contractors to renew their license online	05/31/2007
Alabama Department of Public Safety	Merchant Services for Reinstatements	This application replaced an existing system which was expiring.	06/07/2007
Alabama Board of Nursing	Initial license for advanced practice nurses	Advanced Practice Nurses will be able to apply for licensure online; agency testing;	07/23/2007
Alabama Real Estate Commission	Course Renewals	This is an application which allows courses to be renewed online.	07/23/2007
Alabama Department of Mental Health and Mental Retardation	310 Agency Registration	Allows agencies to register and pay for access to ADMHMR content.	7/23/2007

Completed Updates for 2007

Agency	Application	Description	Date Completed
Alabama Department of Public Health	EMS Renewal Updates	Updates to an existing application for the new year. New updates included code changes for business requirements	01/02/2007
Alabama Department of Revenue	FTP Updates	This is an update for the FTP at ADOR	01/08/2007
Alabama Board of Nursing	Database Switch	This is an update for an ABN database.	01/14/2007
Alabama Real Estate Commission	Update AREC Education application	Update validation routines for education app	02/27/2007
Alabama Board of Nursing	Update for license verifications	Update for license verifications	03/06/2007
Alabama Department of Conservation and Natural Resources	Update for Call Center; Switching partners	Researching and partnering with a new call center for telephone licenses	03/20/2007
Alabama Department of Conservation and Natural Resources	Update for online canoe platform request	Update will allow users to see when dates are available for platforms	03/21/2007
Alabama Department of Conservation and Natural Resources	Update for Batch License Report	Updates to allow for new batch license reports	03/26/2007
HVAC	Survey Update	This update provides a survey on the current application	05/01/2007
Alabama Department of Finance, ISD	alabama.gov version 5	Update of alabama.gov for 2007	05/28/2007
State Motor Pool	Update to only allow 5 day rentals	Update to only allow vehicles to be rented for five days	05/21/2007

Alabama Department of Conservation and Natural Resources	Additional counties added; plus updates to previous site	Alligator Hunt Request	05/31/2007
Alabama Department of Public Health	History Update	Public Health facility renewal history archiving system.	06/21/2007
Alabama Real Estate Commission	Instructor Renewals	Updates to application for instructor renewals	06/25/2007
Alabama Foresters	2007 License Year Updates	2007 License Year Updates	06/30/2007
Alabama Department of Mental Health and Mental Retardation	Phase 2 Case manager training (agency)	This phase will allow agencies to get access to the case manager training information	07/15/2007
HVAC	Annual updates to renewal application	Annual updates to renewal application	07/15/2007

In Testing...

Agency	Application	Description	Status	Target Date
Alabama Department of Conservation and Natural Resources	Headquarter Updates	This service is an update to the headquarter application.	This application is in agency testing.	On-going
LP Gas Board	Monthly Gas Payments	This services will allow companies to pay their monthly gas payments online	This application is in agency testing.	July 2007
Alabama Department of Revenue	VIN Status Check	This service will allow citizens to check the history of an automobile by VIN number	This application is in internal testing	August 2007
Alabama State Board of Auctioneers	License Renewal	This service will allow auctioneers to renew their licenses online	This application is in agency testing	August 2007

Alabama Department of Revenue	Individual eFile application	Online application for individuals to electronically file their taxes	This application is in agency testing	January 2007
Board of Optometry	License renewal	Online application for license renewals	This application is in agency testing	March 2007
Secretary of State	UCC Filings	This application will allow citizens to file UCC 1 forms online.	This application is in internal testing	September 2007
Alabama Board of Interpreters and Translators	Update to current application	Update additional fields	This application is in internal testing	August 2007
Real Estate Appraisers Board	Update to current application	Update CE criteria	This application is in agency testing	August 2007

In Development . . .

Agency	Application	Description	Status	Target Date
Secretary of State	UCC Searches	Application to redact SSN from UCC documents	This application is in development	August 2007
Alabama Department of Public Health	EMS facility renewals	Allows brick and motor buildings to renew licenses	This application is in the development phase	December 2006
Alabama State Board of Veterinary Medical Examiners	License Renewal Application	Online application for license renewals	This application is in development	October 2007
Alabama Board of Respiratory Therapy	License Renewal Application	Online application for license renewals	This application is in the development phase	September 2007
CIO's office	Trucking Portal	Portal for truckers moving through Alabama	This application is in development.	June 2007
Alabama Department of Conservation	Hunter Ed Duplicate ID, Merchant Service	Allows certificate holders to order a new card online.	This application is in pre-project planning.	July 2007

Alabama Board of Cosmetology	Salon Renewals	Application to allow salons to renew their license online	This application is in development.	August 2007
Alabama Board of Cosmetology	Booth Renewals	Application allow cosmetologists to renew their booths online	This application is in development.	August 2007
LP Gas Board	Permit Renewals	Application for permit A, B and B1 to pay online	This application is in development.	September 2007
Alabama Licensure Board for Interpreters and Translators	Certificate generation	Application to allow the printing of certificates online	This application is in development.	TBD
Alabama Board of Nursing	LPN Updates	This update will be for the LPN application	This application is in the development phase	TBD

Scheduled Updates . . .

Agency	Application	Description	Status	Target Date
Department of Conservation and Natural Resources	Adding renewal and gift option to subscription	Allows citizens to pay for gifts, subscriptions, or licenses at same time	This application is in the pre-project planning phase	July 2007
Alabama Department of Revenue	PSE Receipt Update	Will place barcodes on all receipts	This application is in the pre-project planning phase	August 2007

SERVICE REQUESTS

Service Request #132

Alabama Department of Correctional Industries – Shopping Cart

Alabama Interactive requests and recommends this service for the Alabama Department of Correctional Industries to be added to the network as an “in-kind” service. The Shopping Cart application will be developed at no cost to the Alabama Department of Correctional Industries, and will allow municipalities to order products from the department.

Service Request #133

Alabama State Purchasing Department – Vendor Registration

Alabama Interactive requests and recommends this service for the Alabama State Purchasing Department to be added to the network as an “in-kind” service. The Vendor Registration application will be developed at no cost to the Alabama State Purchasing Department, and will allow vendors to register for state bid requests.

MONTH IN REVIEW

Total July AI Network Transactions	217,237
Average Successful Request per Day:	7,008
Total July alabama.gov Visitors:	288,455
Total July alabama.gov Page Views:	1,046,559
Total July alabama.gov Chats or Offline Messages from Live Help:	787

OPERATIONS & ADMINISTRATION

In July, Alabama Interactive added Bart Castleberry as a new project manager. Mr. Castleberry comes to Alabama Interactive with several years of account management and customer service experience. He is taking the place of Will Prible who promoted to Director of Marketing for the NIC portal in Kentucky. Bart can be reached by phone at 334-261-1026 or by email at bart@alabamainteractive.org.

OTHER BUSINESS/IN CLOSING

In closing, July was a busy month for us with a small turnover in staff, but we are making the transition quite nicely. We look forward to the start of renewal season and several events in the coming months and anticipate great things from our staff changes.

As always, your advice and support are appreciated. Please feel free to call on me with any questions or comments. I can be reached at 334-261-1989, or email at sloane@alabamainteractive.org

Respectfully Submitted,

Sloane Wright